



Los Angeles County Prehospital Care Provider and Base Survey Summary

In 2008, a survey was developed by a sub-committee of Education Advisory. The goal of the survey was to identify educational needs, best practices and suggestions to improve the interactions between personnel from Provider Agencies and Base Hospitals. The results have been reviewed and summarized.

Common themes expressed by the respondents included:

- The need for improved communication*
- A desire for joint education and social events*
- A desire for greater respect being shown for each other and each others' practice*
- Provider Agency staff would like to be provided staffing coverage to allow uninterrupted CE attendance while on duty.*

If you have any questions or are interested in viewing the expanded comments contact:

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Base/Provider Survey Summary of Results

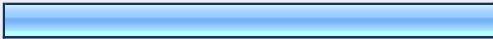







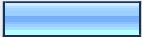

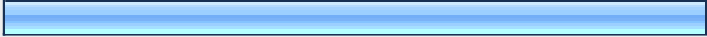

Prehospital Provider and Base Survey

1. a) What is you role in the EMS system?			
		Response Percent	Response Count
EMT	<div><div></div></div>	9.0%	58
Paramedic	<div><div></div></div>	61.6%	398
Paramedic Coordinator	<div><div></div></div>	2.2%	14
Nurse Educator	<div><div></div></div>	1.5%	10
MICN	<div><div></div></div>	22.3%	144
PCC	<div><div></div></div>	0.6%	4
Other (please specify)	<div><div></div></div>	2.8%	18
	answered question		646
	skipped question		3

2. b) Who are you employed by?			
		Response Percent	Response Count
Fire Department	<div><div></div></div>	72.7%	466
Private Ambulance Company	<div><div></div></div>	1.6%	10
Base Hosptial	<div><div></div></div>	23.4%	150
Other (please specify)	<div><div></div></div>	2.3%	15
	answered question		641
	skipped question		8

3. c) Years of experience in you current role:			
		Response Percent	Response Count
<1		3.4%	22
1-5		27.8%	178
6-10		22.7%	145
>10		46.1%	295
		<i>answered question</i>	640
		<i>skipped question</i>	9

4. a) My prehospital CE is obtained from (check all that apply):			
		Response Percent	Response Count
Base Hospital		53.9%	330
Nurse Educator		58.8%	360
On-line/internet courses		31.9%	195
Conferences		23.7%	145
Video		3.3%	20
Other (please specify)		13.6%	83
		<i>answered question</i>	612
		<i>skipped question</i>	37

5. b) Which form(s) of education do you prefer?			
		Response Percent	Response Count
Field Care Audits (FCA)/Tape Review		14.8%	90
Lecture		16.6%	101
Combination (FCA and Lecture)		77.5%	471
Other (please specify)		5.8%	35
	<i>answered question</i>		608
	<i>skipped question</i>		41

6. c) Describe what your department does that is really effective or ineffective regarding education:		
<div>EFFECTIVE SEE ADDENDUM A</div>	<div>INEFFECTIVE SEE ADDENDUM B</div>	Response Count
		448
	<i>answered question</i>	448
	<i>skipped question</i>	201

7. d) What educational topics and/or formats would assist you in performing your job more efficiently:		
<div>SEE ADDENDUM C</div>		Response Count
		349
	<i>answered question</i>	349
	<i>skipped question</i>	300

8. e) Rate the following statement:							
	Strongly disagree	Disagree	Niether agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
Your base hospital Medical Director is a good educational resource and supports prehospital personnel.	10.8% (63)	9.1% (53)	31.7% (185)	26.8% (156)	21.6% (126)	0.00	583
	answered question						583
	skipped question						66





9. f) Does your employer encourage you to obtain CE from your assigned base hospital?			
		Response Percent	Response Count
Yes	<div></div>	43.7%	200
No	<div></div>	56.3%	258
	answered question		458
	skipped question		191

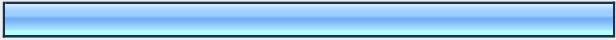
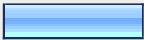
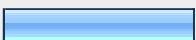
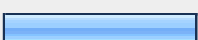


10. g) In the last 2 years, how many base station FCA/CE lectures/base station meetings (BSM) have you attended at your assigned base?			
		Response Percent	Response Count
None	<div></div>	42.9%	197
1-5	<div></div>	46.4%	213
6-12	<div></div>	8.9%	41
>12	<div></div>	1.7%	8
	answered question		459
	skipped question		190

11. h) If you attended base station meetings or CE, rate the following statement:							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
The information received was useful in your practice and relationship with that base.	6.7% (21)	4.8% (15)	18.2% (57)	40.4% (127)	29.9% (94)	0.00	314
	answered question						314
	skipped question						335

12. i) Does your assigned base provide CE at your fire station/department?			
			Response Count
Yes	<div></div>		137
No	<div></div>		296
	answered question		433
	skipped question		216

13. j) Does your PCC encourage you to attend CE offered at local provider agencies?			
			Response Count
Yes	<div></div>		150
No	<div></div>		53
	answered question		203
	skipped question		446

14. k) How many provider agency field care audits/CE lectures have you attended in the last 2 years?			
		Response Percent	Response Count
None		19.0%	39
1-5		42.9%	88
6-12		21.5%	44
>12		16.6%	34
	<i>answered question</i>		205
	<i>skipped question</i>		444

15. a) When you have an issue with an MICN, how do you try to resolve it?			
		Response Percent	Response Count
Speak directly with the MICN		67.2%	279
Discuss the issue with the appropriate PCC		14.9%	62
Discuss with your Paramedic Coordinator		20.7%	86
Discuss with your Fire Department Nurse Educator		21.0%	87
Discuss with your PCC		4.8%	20
Other (please specify)	 SEE ADDENDUM D	27.7%	115
	<i>answered question</i>		415
	<i>skipped question</i>		234

16. b) Rate the following statement:							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
Your assigned Base Hospital PCC is accessible and strives to meet your needs as a provider.	8.6% (36)	7.9% (33)	23.2% (97)	35.1% (147)	25.3% (106)	0.00	419
	answered question						419
	skipped question						230

17. c) Rate the following statement:							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
Your Paramedic Coordinator/EMS Captain is an effective liaison between your department and your assigned Base Hospital.	6.1% (26)	6.1% (26)	17.1% (73)	32.7% (140)	38.1% (163)	0.00	428
	answered question						428
	skipped question						221

18. d) From your experience, describe practices that have helped improve the relationship and communication between yourself, your provider and your base hospital:			
	SEE ADDENDUM E		Response Count
			262
	answered question		262
	skipped question		387

19. e) When you have an issue with a provider, how do you try to resolve it?			
		Response Percent	Response Count
Speak directly with the individual provider	<div><div></div></div>	56.0%	98
Discuss the issue with the appropriate Paramedic Coordinator/EMS Captain	<div><div></div></div>	27.4%	48
Discuss with the Fire Department Nurse Educator for the Provider	<div><div></div></div>	8.0%	14
Discuss with your PCC	<div><div></div></div>	68.6%	120
Other (please specify)	<div><div></div></div> SEE ADDENDUM D	4.6%	8
		<i>answered question</i>	175
		<i>skipped question</i>	474

20. f) Rate the following statement:							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
EMS Captains/Paramedic Coordinators of providers assigned to your base are accessible to you.	4.8% (8)	14.9% (25)	28.0% (47)	33.3% (56)	19.0% (32)	0.00	168
	<i>answered question</i>						168
	<i>skipped question</i>						481

21. g) Rate the following statement:							
	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Rating Average	Response Count
Your PCC is an effective liaison between your base and the providers assigned to your base.	2.3% (4)	3.5% (6)	13.3% (23)	28.3% (49)	52.6% (91)	0.00	173
	<i>answered question</i>						173
	<i>skipped question</i>						476

22. h) From your experience, describe practices that have helped improve the relationship and communication between yourself, your base and the providers in your area:

SEE ADDENDUM E

Response Count
87
<i>answered question</i> 87
<i>skipped question</i> 562

23. i) What changes would you like to see in the future between providers and base stations?

SEE ADDENDUM F

Response Count
279
<i>answered question</i> 279
<i>skipped question</i> 370

ADDENDUM A



EFFECTIVE DEPARTMENT EDUCATION

ADDENDUM A - EFFECTIVE DEPARTMENT EDUCATION

EMTs

Refresher/recert classes offered	6
Plenty of education	4
Nurse educators	3
Include all personnel	2
Multiagency training	2
Competent educators	1
On-duty CE	1
Paid education off duty	1
Every day hands-on fire training	1
Offer local classes	1
Diverse topics	1
TOTAL	23

NURSES

CE offered frequently	19
Long CE hours	13
Advance notice given	13
Instructor	12
Offer different learning environments - off campus/informal education	12
Follow up on patient outcomes/discussions during FCAs	8
Have guest lecturers	7
Job/dept related education	7
Multiagency/multidept education	6
Varied/flexible times	6
Offer prehospital and BRN CE	3

PARAMEDICS

Instructors	49
CE on duty	18
CE in-house	17
Hands-on skills	14
Good quality lectures	11
Varied topics and forms of education	8
Present current topics	8
Lot of CE offered	6
FCAs	6
Job related	5
Do a good job overall	5
QI linked	5
Base CE on duty	5
Mandatory CE	4
Provides all CE hours required by State	4
Scheduling	4
Back-to-basics review	3
On-line	3
Training needs met	3
Good relationship between PM coordinators and PMs	3

OTHER

Job related education	4
Short/frequent DE	3
Good education	3
Small classes	1
Learn from a lot of classes	1
Enthusiastic/good educator	1
Base teaching on QI results	1
Latest protocols	1
Individual responsibility	1
On-line CE	1
On-duty CE	1
Scenario training	1
Nationally approved classes offered	1
TOTAL	20

Nurse and paramedic results reflect top 80% of responses

ADDENDUM B



INEFFECTIVE DEPARTMENT EDUCATION

ADDENDUM B - INEFFECTIVE DEPARTMENT EDUCATION

EMTs

No educators	1
Not enough CE on-line	1
TOTAL	2

NURSES

CE not long enough	4
Not enough CE for night shift	4
Paid CE restricted to own base	3
Not 'out of service' for CE	2
Base MD not involved	2
No CE on-site	1
Restricted to 1 role - do not do multidisciplinary education	1
Base education not mandatory for paramedics	1
Not encouraged to attend outside CE	1
FCAs not interpreted correctly	1
Finger pointing at those who made a mistake	1
Not enough CE	1
Days not varied	1
TOTAL	23

PARAMEDICS

No nurse educator	27
No enough CE offered	23
Not allowed to attend CE on-duty	9
No CE at bases - not encouraged to attend	7
No education offered	7
Called out to answer calls during CE	5
Need more nurse educators - they are spread too thin	5
Ineffective CE	5
No CE/training in-house	5
Not enough FCAs	4
No on-duty BSM	4
No combined base/provider CE	4
Nurse educators seldom give paramedic CE	3
Not adopting LA County procedures in a timely manner/not up-to-date	3
Timing/length of lectures not good - after lunch	2
Nurse educators do not understand work conditions - reflected in teaching	2
Not enough skills	2
Basics neglected	2
Having a nurse educator limits perspective	2
Online	2
CE for EMS is low priority - focus is fire	2

OTHER

Only FD CE on duty - unable to attend base station CE	1
Not 'out of service' for CE	1
TOTAL	2

Paramedic results reflect top 80% of responses

ADDENDUM C



REQUESTED EDUCATIONAL TOPICS

ADDENDUM C - REQUESTED EDUCATIONAL TOPICS/FORMATS

EMTs

Overall patient care	6
EMS training	3
Hands on	3
EMT skills update	1
EMT recert	1
Burns	1
Documentation	1
Legal	1
On-duty education	1
Pediatrics	1
Trauma	1
Water related/drowning/dive accidents	1
TOTAL	21

NURSES

FCA	18
Pediatrics/EDAP/PMC	14
Trauma	9
Lecture	5
Provider CE	4
On-line CE	4
MCI	4
Cardiac/cardiac arrest	4
Dealing with different disasters	3
Treatment protocols/SFTP's	3
CE >2 hours	3
Destinations	2
Reference 814	2
Varying CE times/days	2
EMS updates	2
EKGs	2
Videos	2
"Fun" lectures/speakers	2
Sepsis	2

PARAMEDICS

Skills/hands-on/practical	45
Pediatrics	25
FCAs	23
Policies/protocol review	22
High risk/low frequency	15
Cardiac	14
General EMS	13
Trauma/trauma triage	12
Prehospital medications	9
Case studies/reviews	9
Respiratory	9
Documentation	7

PALS	7
"More" CE	7
Medical legal	7
Equipment review	6
ACLS	6
MCI	5
PHTLS	5
Current EMS updates	5
Simulations	4
OTC/home medications	4
TCP	4
Videos	4
Assessment	4
"Expert" lecturers	4
Mixed CE - provider and base	4

OTHER

BLS review	1
Burns	1
Case review	1
CPAP	1
Drug therapy	1
FCA	1
Hands on	1
High risk/low frequency	1
Intraosseous	1
MCI	1
Pediatrics	1
Protocol changes	1
Reference 814	1
Review new policies	1
TCP	1
TOTAL	15

COMBINED TOP 12 ANSWERS

Hands on/skills/practical	50
FCA	42
Pediatrics/EDAP/PMC	41
Policies/protocol review	27
Trauma/trauma triage	21
Cardiac/cardiac arrest	21
Lecture	16
High risk/low frequency	16
General EMS	13
Case studies/reviews	11
Prehospital medications	11
MCI	10

Nurse and paramedic results reflect top 80% of responses

ADDENDUM D



RESOLVING ISSUES

ADDENDUM D - RESOLVING ISSUES

EMTs

Speak with EMS captain	12
Speak directly with MICN	1
TOTAL	13

NURSES

Speak with PCC	4
Speak with paramedic directly	3
Speak with base physician	2
Speak with EMS supervisor in a rare situation	1
TOTAL	10

PARAMEDICS

Speak with EMS captain	79
Speak directly with MICN	5
No issues	5
Speak with PM coordinator	1
Speak with PCC	1
Speak with other PMs	1
TOTAL	92

OTHER

Administrator/medical director	1
Contact PCC	1
Direct contact with MICN	1
No issues	1
TOTAL	4

ADDENDUM E



PRACTICES THAT HELP

ADDENDUM E - PRACTICES THAT HELP

EMTs

Having education together	3
Speaking to each other	2
Implementation of nurse educator	1
TOTAL	6

NURSES

Education/tape review together	31
Speaking to each other	23
PCCs	18
EMS week/social events	9
Ride a longs	4
TOTAL	85

PARAMEDICS

Open communication/speaking to each other	100
Combined education/tape review either at base or station	50
Nurse educators, paramedic coordinators and EMS captains	26
PCCs	15
Ride a longs	12
Social event/ EMS week	4
TOTAL	207

OTHER

Positive/effective communication	6
Hospital interaction	3
PCCs	2
PCC, nurse educator and/or paramedic coordinator handling issues together	1
Open mind	1
TOTAL	13

ADDENDUM F



FUTURE CHANGES

ADDENDUM F - FUTURE CHANGES

EMTs	
Better/more communication	2
Move ups for CE coverage	1
More CE classes	1
Better policies regarding controlled medications for restocking and wasting	1
Have regional paramedic coordinators	1
TOTAL	6

NURSES

Base and provider collaboration/more open communication	20
Combined paramedic/MICN CE/activities	14
Mandate base CE/FCA for both paramedic and MICN	8
Paramedic day in the ER	4
More MICN ride-a-longs to understand work conditions better	4
No more ride-a-long	3
Get to know names of providers	3
Increase SFTPs	3
Have more MICN courses	2
Respect for each other	2
Knowledgeable medics	2
Accountability for attitude	2
Easier communication with providers that do not have EMS captains	1
Ride-a-longs for ER physicians	1
Mandate ACLS and PALS for paramedics	1
Less work for PCCs from the EMS Agency	1
Lose CE categories	1
Ability to provide/receive constructive criticism	1
Respect from providers re role of base/MICN	1
Central base for destination only - give medics complete responsibility	1
No games - question orders that are unclear, follow orders given	1
Paramedics to read back orders	1
Better destination coordination	1
Paramedic coordinator/EMS captain do MICN CE	1
More FCAs	1
CE for longer hours, less often	1
Night shift FCAs	1
Touch screen charting for MICNs	1
More involvement from ER doctor	1
Review case and care briefly upon arrival	1
Written complaints	1
12 lead EKG transmission	1
Ability to contact rigs directly	1
More prior-to-base-contact treatments done	1
Better radio communications	1
Shorter EMS update	1
Stop trauma protocols	1

Nurses should go to FD for disaster training drills	1
Providers open training to nurses	1
TOTAL	94

PARAMEDICS

Better communication	24
More ride-a-longs for MICNs	19
CE/events together	18
More CE and longer hours	14
Opportunities to build relationships	13
Base lectures at station	10
Be allowed to attend BSM & CE at base	9
Increase in SFTP use	8
Respectful to each other	8
Mandatory FCA at BS for medics	6
Non-MICN ride-a-longs	6
CE on duty	6
Trust medics to do what they are trained to do	5
Base assist to get units back in service/ decrease wall time	5
Answer radio/phone faster	4
More CE back to base	4
Increased understanding of each others duties	4
Better communication between ER and EMS Agency	3
Offer more FCAs	3
Offer national topics, scientific based education, research for better understanding of why things are done	3
Off call at CE	3
Interface between PCC and FD educator for quality CE	3
Discontinue base station concept	2
Have open forums to air differences	2
Provider input into base CE topics	2
Understanding of exposure procedure	2
Problems/needs/changes communicated right away to FD	2
In-house CE	2
Better way of communicating CE offered	2
Have FT nurse educator	1
Do things for the good of the patient	1
Stick to destination protocols	1
Give report to ER doctor	1
Stop inappropriate transfers to the ER	1
Prompt CE for new procedures, etc.	1
CE on legal issues	1
MICN ride-a-longs in rural areas in order for MICN to obtain a better understanding of transport problems	1
Guest lecturers	1
Have ER doctors familiar with EMS policies	1
No pt on phone for AMAs - very embarrassing	1
FCA close to station or at training facility	1
On-line CE	1

Smile on faces of hospital staff	1
No EMS updates	1
Paramedic day in ER	1
Analyze QI system for effectiveness	1
CE credit for time attended	1
Continue CE at base stations	1
Case studies	1
Clarification/education as criteria differs between base and providers	1
Change differences between providers and DHS	1
Keep repeat orders brief	1
Learn from each other	1
More MICNs	1
Bases to work with EMS captains to better serve the public	1
Inquiry cards for paramedics and base personnel to clear up orders misunderstood	1
Mandate MICNs attend FD CE	1
Expect more of paramedics and they will rise to the occasion	1
Talk with engine company	1
Make CE easier to obtain	1
ER doctors on ride-a-longs	1
Give FCA materials to EMS captains	1
Have satellite CE stations	1
Do not cancel CE - medics end up short	1
Weed out bad medics	1
Have skills practice at each CE	1
Ability to release at scene if no transport required	1
Have MICNs become nurse educators	1
Do not request diversion if beds available	1
Appreciate on duty CE	1
Leave attitudes at home	1
Increase number of labs at hospitals	1
Clearer instructions for this form	1
Have CE for all 3 shifts	1
TOTAL	237

OTHER	
CE together including case studies	3
Respect/understanding	2
Better/open communication	2
Increase number of bases	1
Better understanding of what it is like in the field	1
CE while out of service	1
TOTAL	10